

COUNTY OF SAN DIEGO



**HHSA**  
HEALTH AND HUMAN SERVICES AGENCY



# EVALUATING CLIENT ACCESS TIMES

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November 3, 2016



**LIVE WELL**  
SAN DIEGO

# MENTAL HEALTH ACCESS TIMES



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**Emergent Psychiatric Condition** – Individual must be seen within one (1) hour of initial client contact/referral.

**Urgent Psychiatric Condition** – Individual must be seen within seventy-two (72) hours of initial client contact/referral.

**Routine Psychiatric Condition** – *Face to Face Clinical Contact Goals:*

Adult Mental Health Services: within eight (8) calendar days;

Children, Youth and Families Services: within five (5) calendar days;

For a psychiatric assessment: within thirty (30) days.

**Patient Discharged from Inpatient Facility** – Individual must be seen within 72 hours of discharge date.

# MENTAL HEALTH ACCESS TIMES



## Access Times by Response Code, FY 2015-16

Response Code	CYF		AOA	
	Mental Health Days	Psychiatric Days	Mental Health Days	Psychiatric Days
Emergent	0	0	0	0
Urgent	2	10	1.2	2
Routine	10.3	24	3.6	7.4
Patient Discharged from Inpatient Facility	2	15	1.7	12.4

# ALCOHOL & DRUG ACCESS TIMES



## Access Times by Facility Type, FY 2015-16

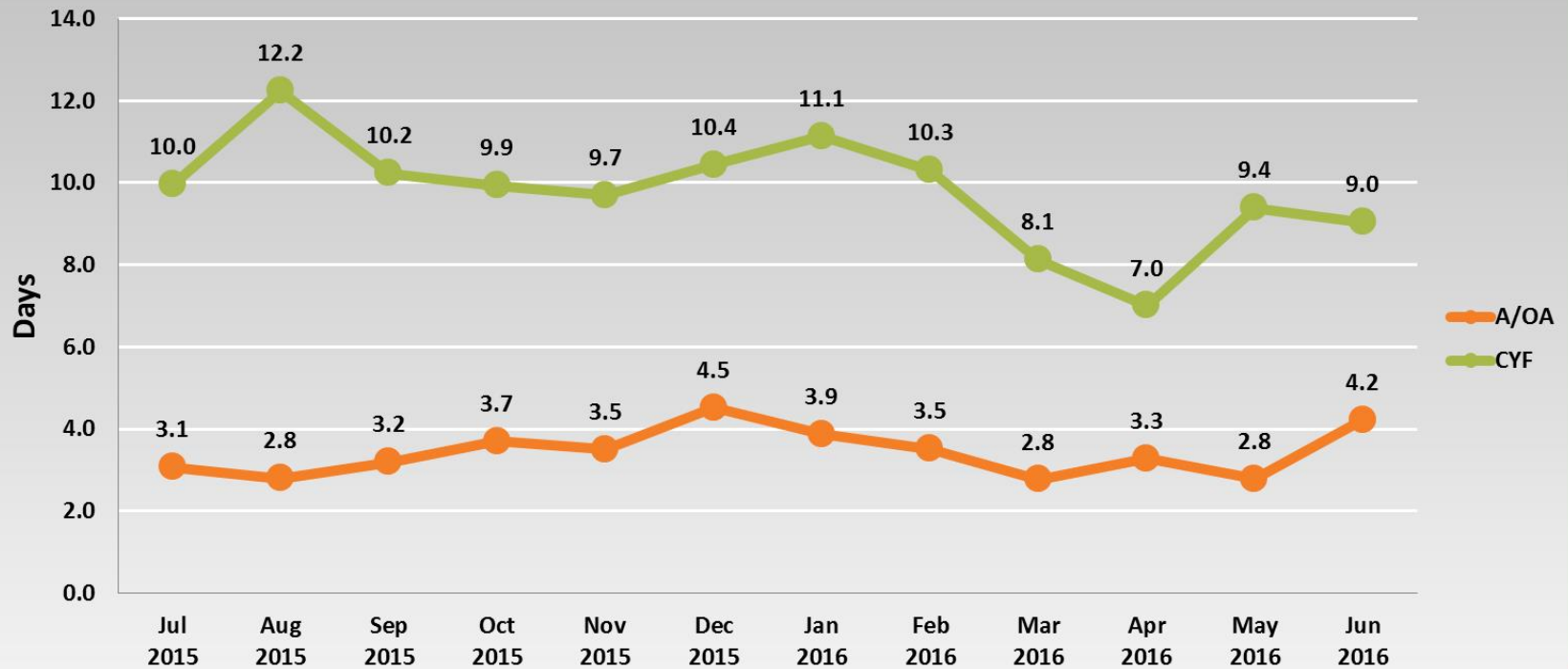
Type of Treatment	Youth		Adults	
	Total Clients Admitted	Average Wait Time	Total Clients Admitted	Average Wait Time
Outpatient	845	0.1	4,255	2.9
Residential	195	3.0	4,508	7.3

# MENTAL HEALTH ACCESS TIMES



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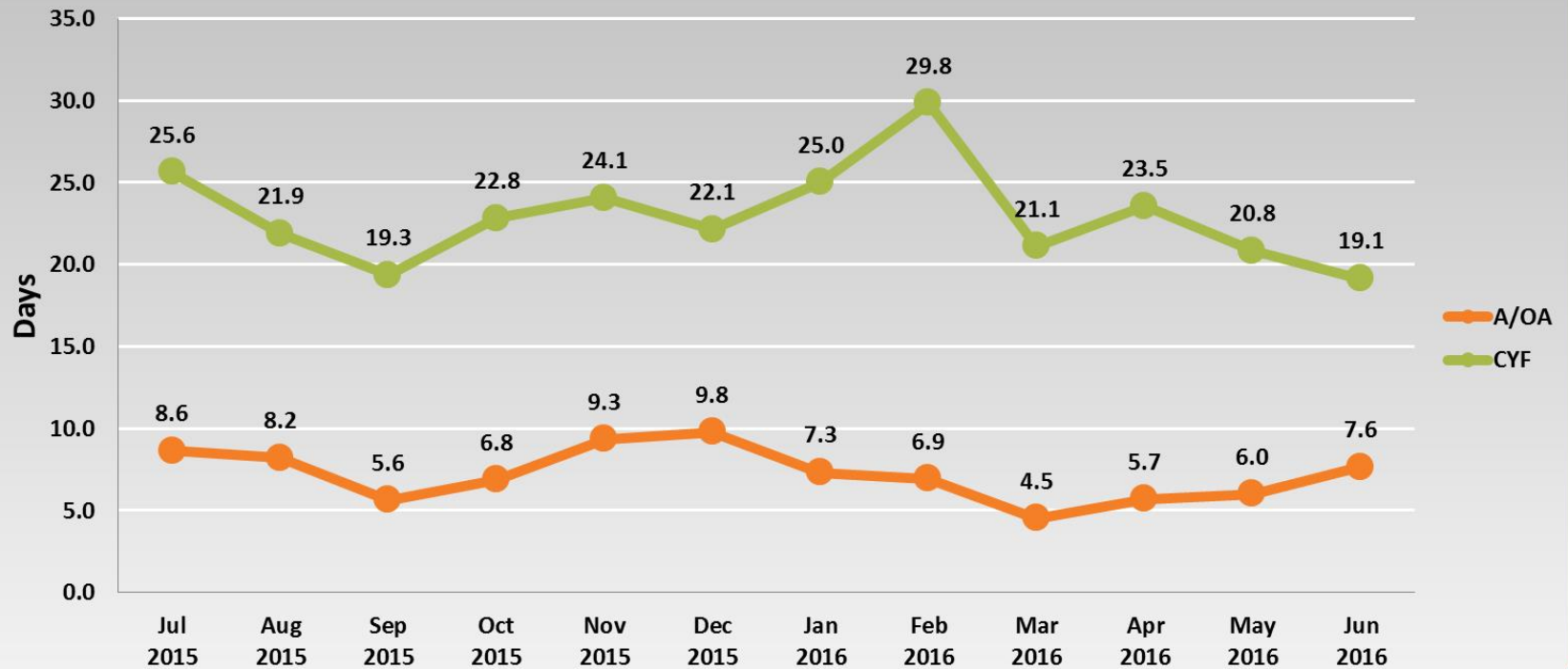
## Mental Health Average Access Time



# MENTAL HEALTH ACCESS TIMES



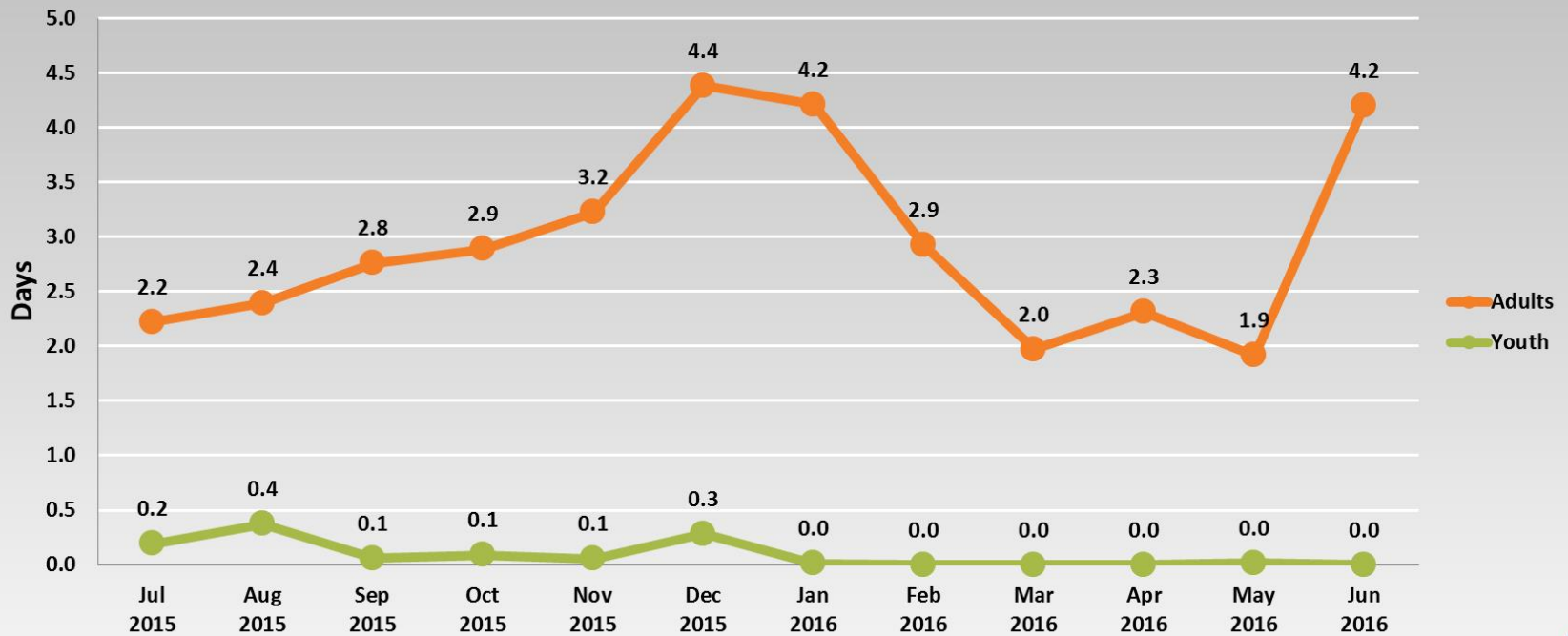
## Psychiatric Assessment Average Access Time



# ALCOHOL & DRUG ACCESS TIMES



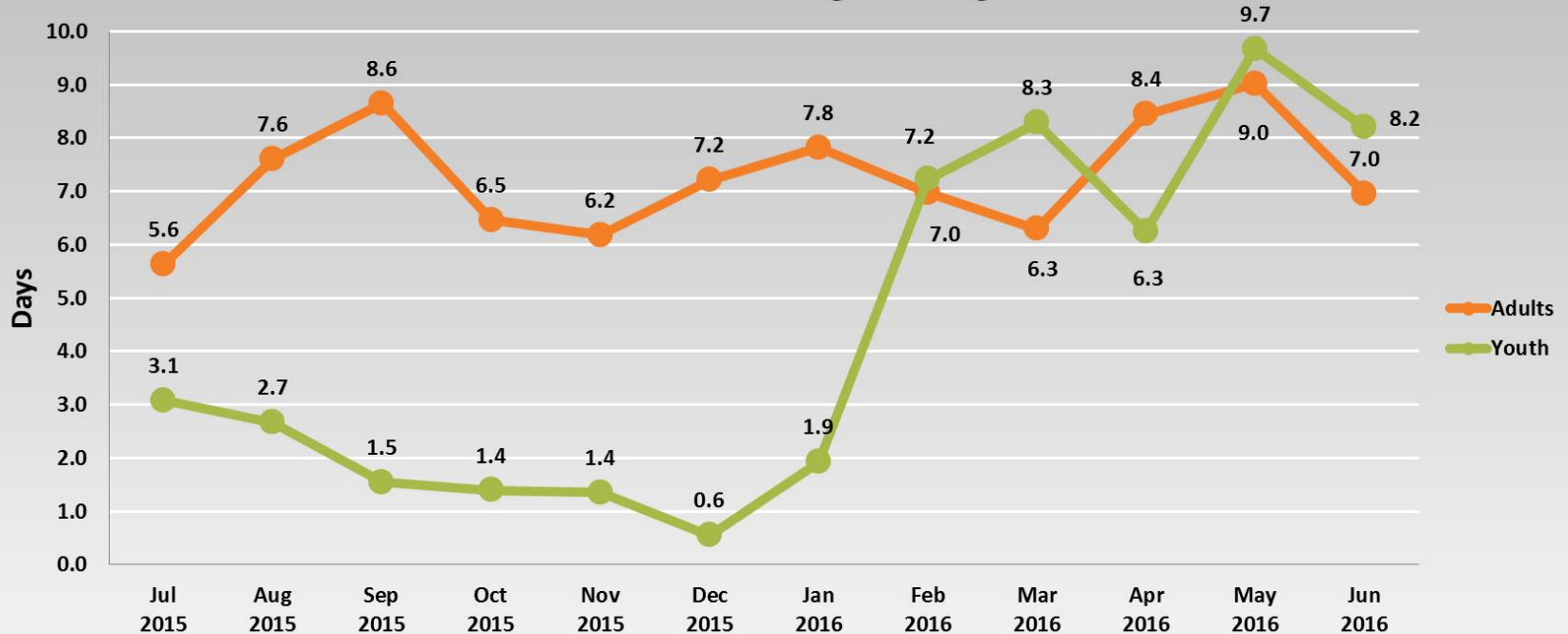
## Outpatient Alcohol and Drug Average Access Time



# ALCOHOL & DRUG ACCESS TIMES



## Residential Alcohol and Drug Average Access Time

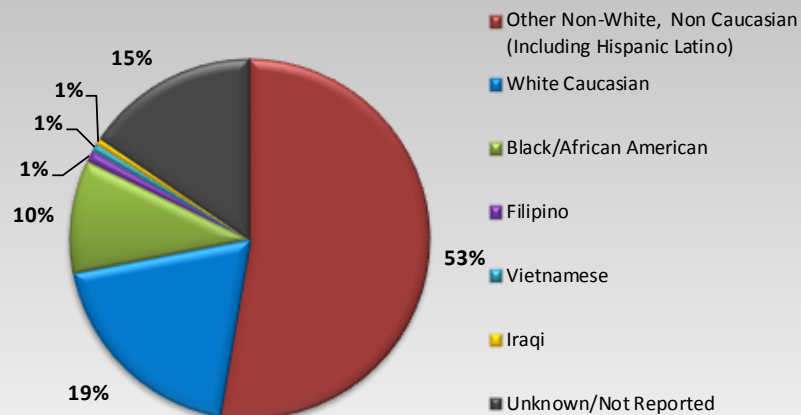




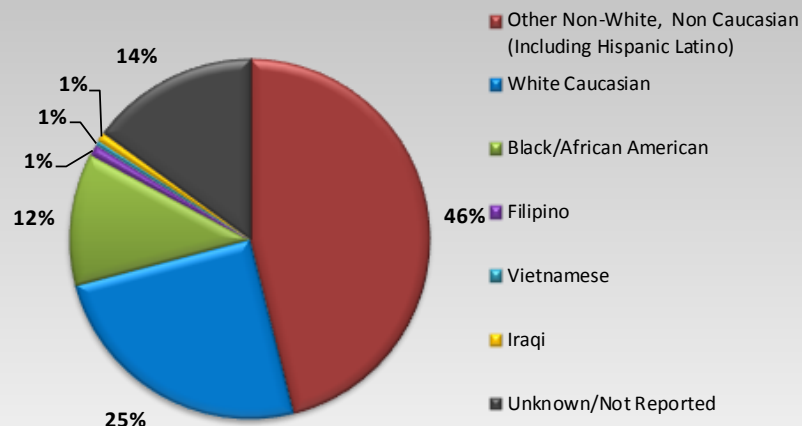
# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



## Children's Race - Mental Health



## Children's Race - Psychiatric



# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



**Longest Average Children's Access Times by Race**

Race	Mental Health Access Days
White Caucasian	9
Cambodian	8
Hawaiian Native	8
Other Non-White, Non Caucasian (Including Hispanic Latino)	7
Native American	7
Vietnamese	7
Japanese	7
Chinese	7
Black/African American	6
Laotian	6
Filipino	6
Samoan	6
Unknown/Not Reported	23

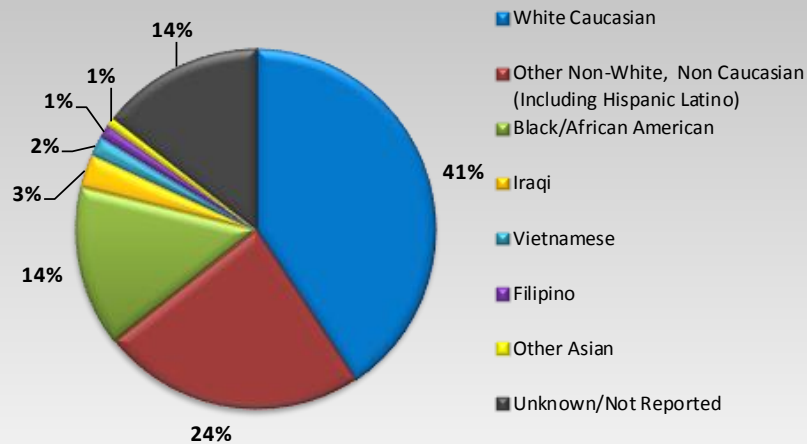
**Longest Average Children's Access Times by Race**

Race	Psychiatric Access Days
Samoan	47
Cambodian	41
White Caucasian	31
Chinese	29
Other Non-White, Non Caucasian (Including Hispanic Latino)	23
Black/African American	22
Native American	19
Vietnamese	18
Filipino	18
Japanese	13
Hawaiian Native	10
Laotian	NA
Unknown/Not Reported	13

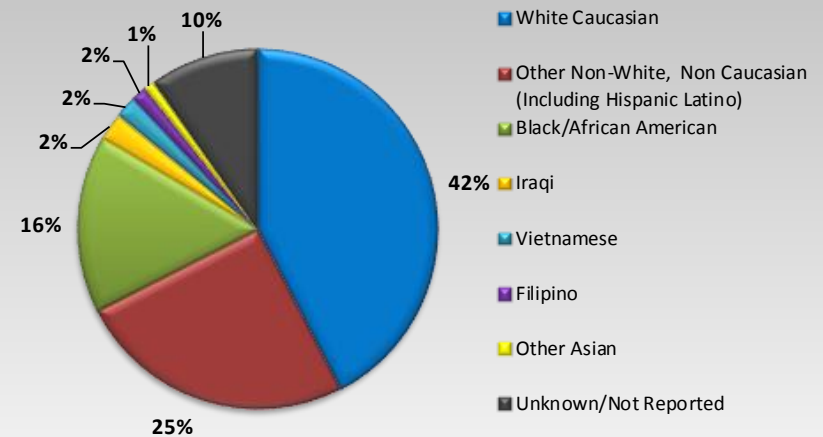
# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



## Adult Race - Mental Health



## Adult Race - Psychiatric



# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



**Longest Average Adult Access Times by Race**

Race	Mental Health Access Days
Cambodian	8
Iraqi	7
Vietnamese	6
Korean	6
Chinese	6
Other Asian	6
Native American	5
Japanese	5

**Longest Average Adult Access Times by Race**

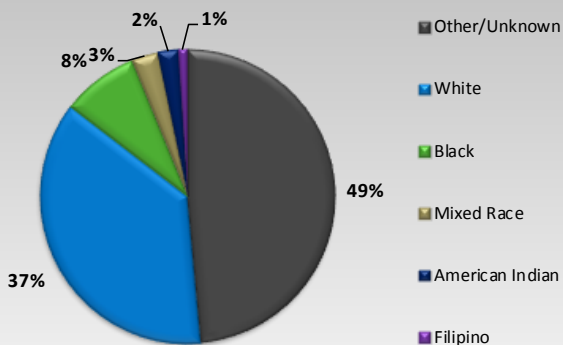
Race	Psychiatric Access Days
Iraqi	23
Japanese	17
Cambodian	16
Chinese	16
Native American	14
Vietnamese	13
Korean	13
Other Asian	12

# ALCOHOL & DRUG ACCESS TIMES: REQUESTS FOR SERVICES

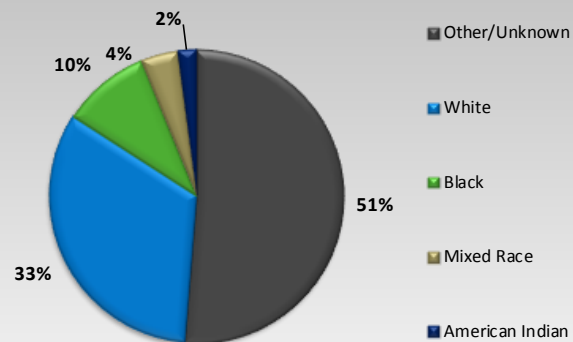


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## Youth Race - Outpatient



## Youth Race - Residential



# ALCOHOL & DRUG ACCESS TIMES: REQUESTS FOR SERVICES



**Longest Average Youth Access Times by Race**

Race	Outpatient Access Days
Alaskan Native	5
Other Race	0
White	0
American Indian	0
Asian Indian	0
Black	0
Cambodian	0
Filipino	0
Guamanian	0
Hawaiian	0
Japanese	0
Korean	0
Laotian	0
Mixed Race	0
Other Asian	0
Samoaan	0
Vietnamese	0
Unknown	0

**Longest Average Youth Access Times by Race**

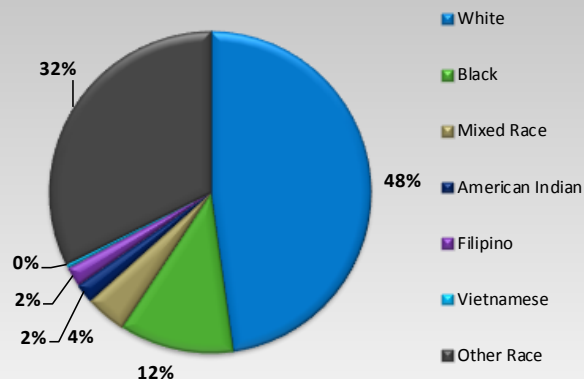
Race	Residential Access Days
American Indian	8
Japanese	6
White	3
Other Race	3
Black	3
Mixed Race	3
Asian Indian	1
Guamanian	1
Filipino	0
Other Asian	0
Alaskan Native	0
Cambodian	0
Hawaiian	0
Korean	0
Laotian	0
Samoaan	0
Vietnamese	0
Unknown	0

# ALCOHOL & DRUG ACCESS TIMES: REQUESTS FOR SERVICES

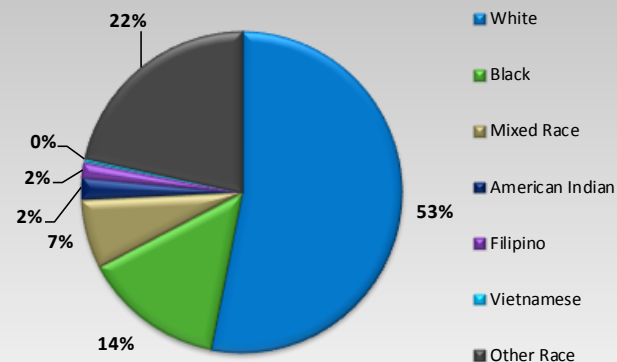


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## Adult Race - Outpatient



## Adult Race - Residential



# ALCOHOL & DRUG ACCESS TIMES: REQUESTS FOR SERVICES



**Longest Average Adult Access Times by Race**

Race	Outpatient Access Days
Cambodian	25
Other Asian	9
Vietnamese	7
Chinese	6
Filipino	6
Black	5
Hawaiian	3
White	3
Mixed Race	3
Other Race	2
American Indian	2
Guamanian	1
Alaskan Native	0
Asian Indian	0
Japanese	0
Korean	0
Laotian	0
Samoan	0
Unknown	6

**Longest Average Adult Access Times by Race**

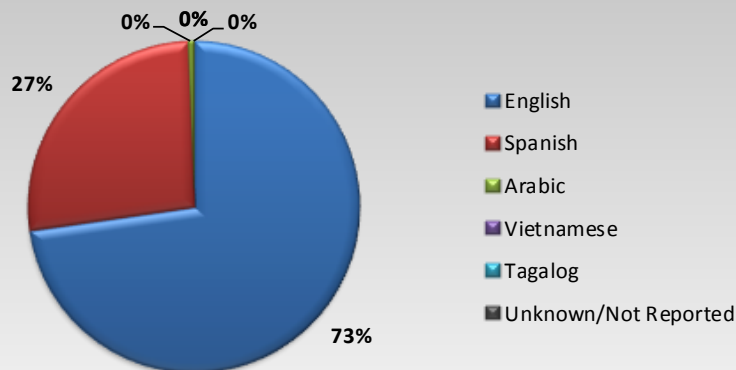
Race	Residential Access Days
Samoan	19
Other Asian	13
Japanese	12
Chinese	8
Vietnamese	8
White	8
American Indian	8
Other Race	7
Filipino	7
Guamanian	6
Mixed Race	6
Laotian	6
Black	5
Alaskan Native	5
Korean	5
Hawaiian	4
Cambodian	1
Asian Indian	0
Unknown	30



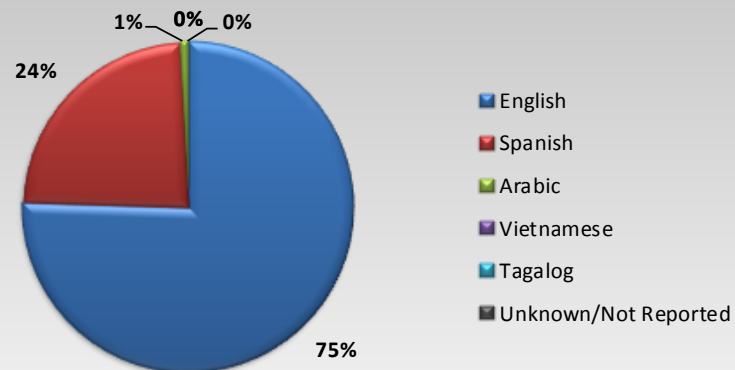
# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



**Children's Language - Mental Health**  
(Threshold Languages)



**Children's Language - Psychiatric**  
(Threshold Languages)



# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



**Longest Average Children's Access Times by Language**

Language	Mental Health Access Days
American Sign Language	14
Cantonese	14
Mandarin	11
Spanish	11
Japanese	10
English	10
Vietnamese	10
Tagalog	9
Cambodian	9
Laotian	7
Korean	7
Arabic	6
Farsi	6
Unknown/Not Reported	6

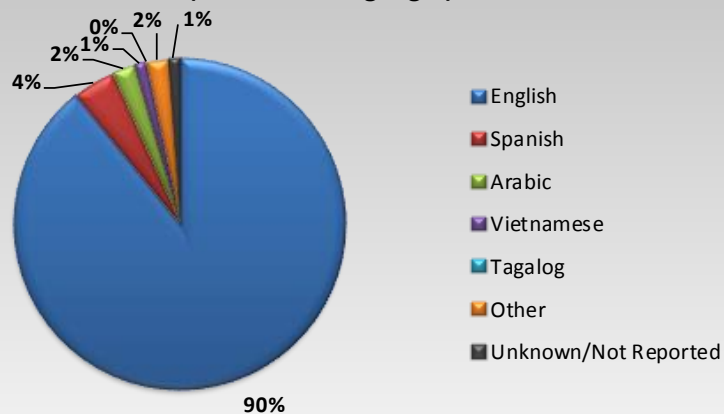
**Longest Average Children's Access Times by Language**

Language	Psychiatric Access Days
Cambodian	40
Arabic	36
American Sign Language	32
English	24
Spanish	23
Tagalog	21
Vietnamese	10
Mandarin	1
Japanese	1
Cantonese	0
Laotian	0
Korean	0
Farsi	0
Unknown/Not Reported	17

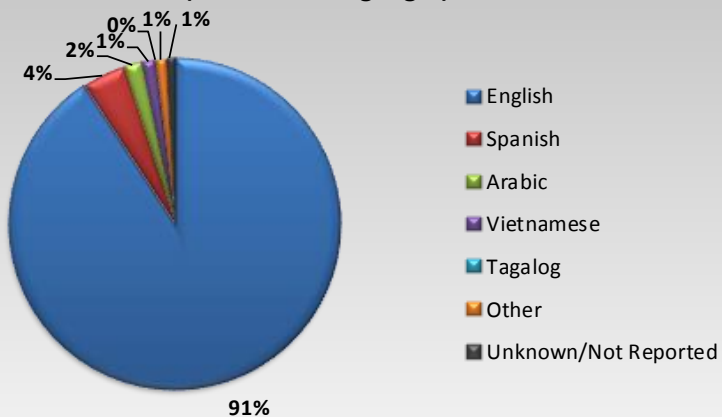
# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



**Adult Language - Mental Health**  
(Threshold Languages)



**Adult Language - Psychiatric**  
(Threshold Languages)



# MENTAL HEALTH ACCESS TIMES: REQUESTS FOR SERVICES



**Longest Average Adult Access Times by Language**

Language	Mental Health Access Days
Thai	20
Cambodian	11
American Sign Language	10
Other Non-English	9
Korean	7
Mandarin	7
Vietnamese	7
Cantonese	7
Arabic	6

**Longest Average Adult Access Times by Language**

Language	Psychiatric Access Days
Arabic	19
Thai	17
Cambodian	16
Vietnamese	15
Korean	14
Mandarin	14
Other Non-English	13
Cantonese	13
American Sign Language	1

## Performance Improvement Project (PIP)

# AOA System of Care Non-Clinical PIP Proposal

## Client Engagement after Discharge from Psychiatric Hospital

**Goal:** Increase the rate of engagement with services after discharge among clients who are not currently active in the SDCBHS system.

# AOA System of Care Non-Clinical PIP Proposal

## Client Engagement after Discharge from Psychiatric Hospital

**Problem:** Only 25% of SDCPH clients who are new to the system or who have previously been in the system but have closed cases connect to services after discharge.

# AOA System of Care Non-Clinical PIP Proposal

## Client Engagement after Discharge from Psychiatric Hospital

**Likely Cause:** Clients not active in the SDCBHS system are given information on how to use “walk-in” clinics including contact information, but not given an appointment.



# AOA System of Care Non-Clinical PIP Proposal

## Client Engagement after Discharge from Psychiatric Hospital

**Proposed Solution:** Implement an intervention whereby discharged clients who are not active in the SDCBHS system are given a specific appointment to take place within 3 days of discharge.



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# QUESTIONS?